

# STAR CENTER NEWS

No. 15

A DaimlerChrysler Corporation Publication

October, 2001

## FROM THE MANAGER

Priscilla Hedin

As I'm starting to write this message, I'm looking at the date of this Issue---October, 2001---and can't believe that summer's gone already. The time goes by so quickly. You probably don't need to be told this, but the summer months are usually our busiest time of the year, and this summer was by far the busiest. We've averaged close to 40,000 calls per month, so hopefully you can understand if you've ever had to hold for more than a couple of minutes (our average hold time for this year-to-date is 86 seconds!). Considering the high volume of calls, we'd like to thank the approximately 600 technicians per week who have used the STAR Center Online system, and again would like to promote using it to your benefit. Your continued usage of, and feedback about, STAR Center Online will help us to make the system better and more user friendly. Remember, this feature is there for you, and the better we can make it, the more beneficial for you.

## STAR Center Online

Larry White

MDS2 update CD2085 added a new STAR Center button to the MDS2 button bar. This button allows technicians to quickly search a STAR Center case base for solutions to common concerns. If you do not find the answer to your question, you may use the fax button at the bottom of the STAR Center Online screen to send your concern directly to a STAR Center hotline group of your choice. The STAR Center button is only active during MDS2 VIN or YME sessions. REMEMBER—You must enter your personal DaimlerChrysler User ID and Password to access STAR Center Online. This is the same

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ID/Password used to access DCA WebLink.

Follow the procedure in MDS Bulletin #01004 to set up your S-ID and password. If you have forgotten your password or are not sure if you have an S-ID, follow the bulletin procedure down to step 8. At step 9, if you already have an S-ID and password, the system will recognize that, and will ask you to verify who you are by asking a secret question that was set up by you when you first signed up. If you know the answer to this secret question you can set up a new password on your own. If you do not know the answer to your secret question, you will need to ask your dealer principle or his designated SYSTEM ADMINISTRATOR to log on to the [www.cpid.com](http://www.cpid.com) Welcome page and use the "CHANGE EMPLOYEE ACCESS" function to modify your employee access, change your password, security question and/or answer. Since your **User ID** and **Password** will be used whenever you want to connect to STAR Center Online, be sure to write down this information and keep it in a safe place! The DaimlerChrysler Dealership Hotline, (800) 374-4040, is available to provide a helping hand when you have any questions related to hardware, software, or functional support.

## FROM THE EDITOR

Bob Cousineau

I'm not usually one to expound on political or world issues. However, the incidents that happened last month in New York, Washington, D.C. and Pennsylvania have been very scary and enlightening, to say the least. I've spoken to some Service Managers and Technicians who had family or friends who were right there when everything was happening. The aftermath has made me realize that even though we're far away, we're still involved and affected. I know that this isn't exactly the right place to get philosophical, but I do think it's appropriate to say that all of the agents here at the STAR Center would like to send their hopes and prayers to any and all of the people directly involved or even remotely affected by what occurred on September 11<sup>th</sup>, 2001

### What's New in the CD2090 Release!

#### MANUALS Tab

The Following Models are new or have been updated;

2001 BE, BR / 2002 BR

#### WIRING Tab

The Following Models are new or have been updated;

2001 BE, BR / 2002 BR

#### Parts Tab

2002 AN, BE, BR, DN, PL & PR

#### FLASH Data

Thru 8/15/01

#### T.S.B. Tab

Thru 8/15/01

#### DRB Data

Version - 52.3

Bios - 4.02

Co-Pilot - 7.0

Supercard 2 - 7.0

ST22 Card 2.0

### What's New in the CD2091 Release!

#### MANUALS Tab

2002 SR

#### WIRING Tab

2002 SR

#### DIAGNOSTICS Tab

2002 SR

#### FLASH Data

Thru 8/29/01

#### T.S.B. Tab

Thru 8/29/01

#### DRB Data

Version - 52.3

Bios - 4.02

Co-Pilot - 7.0

Supercard 2 - 7.0

ST22 Card 2.0

### What's New in the CD2092 Release!

#### MANUALS Tab

2001 PL & 2002 KJ

#### WIRING Tab

2001 PL & 2002 KJ

#### DIAGNOSTICS Tab

2002 KJ

#### PARTS Tab

2002AB, AN, BE, BR, KJ & PL

2001NS & PT

1997 thru 1999 AB & JA

#### FLASH Data

Thru 9/12/01

#### T.S.B. Tab

Thru 9/12/01

#### DRB Data

Version - 52.4

Bios - 4.02

Co-Pilot - 7.0

Supercard 2 - 7.0

ST22 Card 2.0

### What's New in the CD2093 Release!

#### MANUALS Tab

Following Models are New/Enhanced

2001 AB & PL & 2002 SR

#### WIRING Tab

Following Models are New/Enhanced

2001 AB & PL & 2002 SR

#### FLASH Data

Thru 9/26/01

#### T.S.B. Tab

Thru 9/26/01

#### DRB Data

Version - 52.4

Bios - 4.02

Co-Pilot - 7.0

Supercard 2 - 7.0

ST22 Card 2.0

## 2002 MODEL YEAR MANUALS SHIPPED SINCE LAST EDITION

MANUAL	PUBLICATIONS NUMBER	DATE SHIPPED
2002 Dakota Chassis Manual	8137002005	08/01/01
2002 Durango Powertrain Manual	8137002018	08/01/01
2002 Grand Cherokee Body Manual	8137002048	08/02/01
2002 Ram Van Chassis Manual	8137002000	08/06/01
2002 Minivan Chassis Manual	8137002035	08/06/01
2002 Durango Transmission Manual	8137002016	08/06/01
2002 LH Powertrain Manual	8127002008	08/07/01
2002 Dakota Transmission Manual	8137002006	08/07/01
2002 Minivan Transmission Manual	8137002036	08/09/01
2002 Prowler Body Manual	8127002017	08/09/01
2002 DR Ram Truck Service Manual	8137002059	08/13/01
2002 DR Ram Truck Powertrain Manual	8137002023	08/13/01
2002 DR Ram Truck Body Manual	8137002022	08/13/01
2002 Durango Body Manual	8137002017	08/15/01
2002 Dakota Body Manual	8137002007	08/15/01
2002 Grand Cherokee Service Manual	8137002064	08/15/01

2002 PT Cruiser Service Manual	8137002061	08/16/01
2002 Durango Service Manual	8137002058	08/20/01
2002 Dakota Service Manual	8137002056	08/20/01
2002 Sebring Convertible/Sebring/Stratus Sedan Service Manual	8127002033	08/20/01
2002 Viper Chassis Manual	8127002022	08/22/01
2002 Viper Body Manual	8127002020	08/30/01
2002 LH Transmission Manual	8127002006	08/30/01
2002 LH Service Manual	8127002027	08/30/01
2002 Minivan Service Manual	8137002062	08/30/01
2002 Ram Van Service Manual	8137002055	08/30/01
2002 Minivan Body Manual	8137002037	08/30/01
2002 LH Body Manual	8127002007	08/30/01
2002 Viper Powertrain Manual	8127002021	09/12/01
2002 Prowler Service Manual	8127002029	09/12/01
2002 Viper Service Manual	8127002030	09/12/01

## Soft Top Zipper Cleaner & Lubricant

Ever have a hard to operate or a stuck Wrangler soft top window zipper? Well, the fix may now be as easy as an application of a newly released chemical from MOPAR. The new chemical is called SOFT TOP ZIPPER CLEANER & LUBRICANT, p/n 05066440AA.

New soft top zippers are lubricated when received from the factory. Over time this lubricant is either worn away and/or dissipates. The new specially formulated cleaner and lubricant has proven to be very effective at restoring original zipper function.

When applied regularly, as normal maintenance, the customer can be assured of like-new zipper operation. It may even help reduce the number of customer complaints that your dealership may encounter for hard to operate or stuck zippers.

Make sure the instructions are followed on the container, especially the cleaning and washing of the entire zipper (not just one side) prior to the application of the lubricant.

If you experience a stuck zipper slider, try applying the Soft Top Cleaner & Lubricant directly into the stuck zipper slider and teeth. Apply generously and work in well. A couple applications may be necessary to free up the zipper. Once the zipper slider is free, follow the normal maintenance procedures on the container.

## Diagnosing "No Response" Conditions

In December 2000, Master Tech released an instructional video "No-Response Diagnosis". The video describes the no-response condition, possible cause of a no-response condition and sample concerns. Also in the video, it describes the best possible diagnostic procedures and tools to use to diagnose a no-response condition. All technicians should review this video to help get a stronger understanding of a no-response condition and how best to diagnose it.

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## "No Response" From All Modules (including PCM)

If you get a "No Response" from ALL of the modules (including the PCM) this would indicate that the SCI bus as well as the PCI/ CCD bus systems are corrupt. To have this happen would seem to be impossible, but it's not. There could be a problem with the SCI and the PCI/CCD wires, but to say that 2 set of wires have been cut, pinched or open, etc. is unlikely. But since the PCM and TCM both have the SCI and CCD/PCI wires going to these controllers, the PCM or TCM may be at fault.

Either one of these scenarios is possible, but not likely. In our experience the only reason this condition has ever happened is because there is a **LOST GROUND at the data link connector**. There are 2 grounds at the data link connector (DLC pins 4 & 5). If you lose one of these grounds, the DRBIII® will backfeed onto the SCI and CCD/PCI circuits. The only way you can check this is to have the DRBIII® plugged in and then check the CCD bus with a DVOM (DLC pins 3 and 11 = 2.5volts), the PCI bus (DLC pin 2 = 0 to 7.5 volts toggling), or the SCI (DLC pins 6, 7, 14 = 5 volts).

NOTE: The most likely time that you would experience a "No Response" from all of the modules is when any powertrain work has been done (i.e. head, block, transmission), or the engine wiring harness has been replaced. The ground in the engine compartment (pin 4 of the DLC) is usually the one at fault. For instance, on a 2000 AN or DN, if the harness was replaced for the cooling fan relay, the ground wire is missing in the replacement engine harness from connector 200 to the PDC. You must order the additional ground wire (pn 05019513AA).

## "No Response" from all modules (except PCM)

If you get a "No Response" from all of the other modules (BCM, AECM, OTIS, EVIC, MHSM, TCM, CAB, etc.) except for the PCM, then simply check the power, grounds, and the PCI/ CCD wire to the module. The DRBIII uses the PCI/CCD to communicate with all of the modules (except the

PCM), so if you can communicate with any one of the modules (i.e. the BCM) then the CCD bus is not shorted or open completely. If the bus is shorted to battery, ground, or each other (CCD), you will not be able to communicate with any of the modules (except PCM). #631051

### **"No Response" from the PCM Only**

Because the DRBIII® communicates with the PCM solely on SCI WIRES and not the CCD/PCI bus, the cause of this condition can't be the CCD/PCI bus wires open or shorted. If the CCD/PCI wires were open or shorted it would cause a "No Response" to ALL of the other modules except the PCM..

When diagnosing a "No Response" from the PCM only, be sure to check: **Qced** *cl*

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1. B+ feed to the PCM
2. The ignition feeds (+) to the PCM
3. PCM grounds (however many there are)
4. The SCI wire (transmit and receive **5 volts** each--the DRBIII® supplies the transmit **5volts**)
5. Most importantly--- if the 5 volt or 8 volt supplies from the PCM (some vehicles have two 5 volts supplies, like a JTEC) are **SHORTED** it will lock the controller up, if they are open it will not cause this concern.

By the way, if the SCI wires are open or shorted it will not cause a no start condition. #631052

### **ATTENTION: Service Managers and Claims Processors:**

#### **FLEET SERVICENET Claims Charge-Back Avoidance Tips**

The following list represents the (5) five most common reasons for claim charge-backs through the Servicenet System and tips on how to avoid them.

**ALL OR PART OF THE REPAIRS SUBMITTED WERE NOT AUTHORIZED OR THE CHARGE(S) FOR THE REPAIR(S) SUBMITTED EXCEEDED THE AUTHORIZED AMOUNT.**

The authorized amount (usually the repair estimate) should be the **GROSS** amount of the submitted claim. This would be the amount

quoted BEFORE any fleet discounts, if applicable, are applied.

Once authorization has been received, if additional repairs over and above the original estimate are required, the fleet MUST be re-contacted to update the authorization amount.

#### **THE FLEET TO WHOM THE CLAIM WAS SUBMITTED CAN NOT IDENTIFY THE CLAIM OR THE CLAIM WAS CHARGED TO THE WRONG FLEET.**

The fleet, leasing company, or service provider being billed MUST be the fleet, leasing company, or service provider that gave the authorization. Many fleets use outside services to handle their maintenance requirements. *This may or may not be the fleet or leasing company that owns the vehicle.* For example, PHH owns the vehicle and it is leased to ABC Fleet Co who uses Consolidated Services to handle their maintenance. Consolidated Services would be the authorizing agent, in this case. A note on the claim as to the phone number called for authorization and the name of the company/person called would assist in avoiding this Servicenet billing error.

#### **THE REPAIR INCLUDES SALES TAX AND THE FLEET FOR WHOM THE REPAIRS WERE PERFORMED IS TAX EXEMPT.**

Many tax exempt organizations, ie; Federal, State, and local governments, charities, churches, etc., lease their vehicles. Part of the lease often includes handling of their maintenance requirements. While the leasing company may be the authorizing agent for the repairs, the repair cost is a pass-through to the tax exempt organization and therefore, tax exempt. When requesting authorization for repairs, ask the authorizing agent if this is a tax exempt fleet and, if so, what their tax ID number is. This number should be placed on the claim for audit purposes and the claim "flagged" for tax exempt processing.

#### **THE SUBMITTED SERVICENET CLAIM WAS PAID PREVIOUSLY BY THE FLEET VIA DIRECT BILLING. (USUALLY BY FAX)**

Servicenet R.O.'s should be flagged for Servicenet processing *only*. Many times, R.O.'s are sent to the authorizing fleet, leasing company, or service provider via fax by others in the dealership. The fleet, leasing company, or service

provider may mistake this for a request for payment, causing billing confusion when the bill is submitted through Servicenet.

### THE SUBMITTED SERVICENET CLAIM IS A DUPLICATE OF A SERVICENET CLAIM THAT WAS PREVIOUSLY SUBMITTED AND PAID.

This is usually an inputting error. If a previously submitted claim is inadvertently re-input *with a different authorization number*, ie; totally different number, a modified number, a number with added or different characters, or the addition of a "dash" in the number, etc., the DIAL computer sees it as a different claim and will process it. Some type of notation should be placed on submitted claims indicating that they have been input so this type of charge-back can be avoided.

### Emissions Leak Detector (EELD) Service Issue

SPX Miller Special Tool has noted an issue with the 8404 Evaporative Emissions Leak Detector. The pin on the smoke / air control switch that holds the black plastic toggle in place may loosen. There have been very few failures of this type, however in an attempt to be proactive Miller Tool has sent a packet with 2 nuts and an instruction sheet that will resolve this concern. The packet was shipped free of charge and was included in tool shipments the week of September 4th. Questions can be directed to Miller Tool at (800) 801-5420.

### 2002 Sebring/Stratus Coupe Key Update

There has been a change made in the 2002 Chrysler Sebring Coupe and Dodge Stratus Coupe transponder keys. The key for 2001 will NOT operate in the 2002 models. The new 2002 keys are now available through Pentastar Service Equipment as noted below:

<u>Model</u>	<u>Application</u>	<u>Dealer Price</u>
SR-690654	Chrysler 2002 Sebring Coupe	\$107/Box of 10
SR-690653	Dodge 2002 Stratus Coupe	\$107/Box of 10
SR-690664	2002 Sebring/Stratus Coupe Valet Key	\$107/Box of 10

NOTE THAT ALL 2002 MODEL YEAR SEBRING/STRATUS COUPE TRANSPONDER KEYS WILL BE DESIGNATED WITH AN "N" STAMPED ON THE KEY SHAFT TO IDENTIFY THEM FROM OTHER PAST MODEL YEAR KEYS.

Product information was received late but will be included in our first quarter 2002 CD.

Keys are available for purchase immediately, and orders can be placed by calling our Customer Service Center at (800) 223-5623.

### Battery Tester Printer Replacement Tape

Replacement printer tape for the Midtronics battery tester is not available through Midtronics. The tape is 1 sided thermal paper 2 1/4 in. wide 80ft. long and available at: Office Depot (stock number 302224), Office Max (stock number 06011585), Staples (stock number 226282), and Quill (stock number 801-856607). If the paper does not work or doesn't seem to feed correctly turn the roll over.

### Minivan Liftgate Latch Won't Release

We've received several calls concerning RS Minivan liftgate latches that won't release after a BCM has been replaced. After talking to the people in BCM Engineering, we've determined that the condition occurs if BCM 04717292AA is installed in a vehicle that doesn't have a power liftgate. The correct BCM for vehicles with power locks, but not equipped with a power liftgate, is 04686921AL.

### Possible NGC Damage May Result

The Powertrain Electronics Group have asked us to let you know about a very important service issue with the new NGC (Next Generation Controller), which acts as both engine and transmission modules for 2002 LH vehicles. It's critical that if the engine needs to be cranked over with a coil removed, a spark plug be inserted into the coil and connect the plug threads to an engine ground. If this isn't done, an arc-over condition may occur, and the NGC may be damaged and will need to be replaced.

## Sebring/Stratus Sedan/Sebring Convertible Water Leak Diagnostics

In July of 2001, TSB 23-017-01 was published. It concerns a new 20 page water leak information manual that has repair recommendations and illustrations that address some of the most common water leak paths on the JR-41 sedan and the JR-27 convertible. Every dealer should have received two copies in their COMPAK mail, and additional copies (Publication No. 81-170-00009) may be ordered by calling Dymont Distribution Services at 1-800-890-4028.

### Sebring Convertible Rear Window Breakage

MAY 02 2002

Field Reports indicate an increase in warranty claims for 2001-2002 Sebring Convertible rear window replacements. Several incidents have been reported where the child seat "flip down bar" was left in the UP position after removing the child. If this bar isn't in the DOWN position when the top is lowered, there can be enough stress put on the rear window to cause it to shatter. Another contributing cause of window breakage may be the use of the convertible top well as a storage area. Anything left in the well could cause the window to be shifted forward during the folding cycle which could also cause it to shatter. Please make the customer aware of these possible conditions, and also be aware that this condition is not covered under the vehicle warranty. # 631055



DAIMLERCHRYSLER ACADEMY  
School of Technical Training

## Convertible Top Training

While on the subject of convertible tops, we thought we'd mention the Technical Training Course being offered for Chrysler Convertible Top Service. This advanced instructor-led course (Course Code 1140108) is for the experienced technician involved with the diagnosis and repair of convertible tops on Chrysler vehicles. The course covers information on mechanical

components and diagnostics on the convertible top system. The technician also learns about the adjustment and sealing of tops, doors, and windows as well as adjustments for all related systems.

## Two Phase Technical Training

Two Phase Technical Training Plan is proving to be popular as well as versatile. The combination of self-study programs and instructor-led courses are an extremely effective way for technicians to advance their technical proficiency.

It's important to remember that recording phase one scores in the Dealer Personnel System, using DIAL option T, must be completed before phase two training can be scheduled. Credit for two-phase courses are received after phase two is completed. Talk with your dealership's System Coordinator to keep your training record up to date.

## New Technical Training Courses from DCA

### Front Wheel Drive Steering & Suspension Course Code 0430208

Skill Category 4 - Steering & Suspension  
Skill Level 3

#### 1-Day Instructor-Led Training

The objectives of this course is to help technicians develop skills in diagnosing and repairing steering and suspension systems unique to DaimlerChrysler front wheel drive vehicles.

This course replaces the former Front Wheel Drive Steering and Suspension course (code 0430116). Technicians who have attended this former course **will not** need to attend this new course (0430208).

### Body Electrical Diagnosis and Testing Course Code 0630516

Skill Category 6 - Electrical  
Skill Level 3

#### 2-Day Instructor-Led Training

The objectives of this course are to help technicians develop skills to successfully diagnose and repair the systems that are common across all product lines. The Systems

include; Bus Communications, Driver Information, Instrument Clusters, Door Locks, Remote Keyless Entry, Sentry Key Immobilizer, Memory Seats, Heated Seats, and Audio Systems.

This new course is a prerequisite to all Level 4 courses in Skill Category 6 - Electrical. Those technicians who have taken **any** of the following classes are **not** required to attend this new course:

Dodge Truck Body Electrical (0640816)  
WJ Body Electrical (0640916)  
LH Body Electrical (0641024)  
NS Body Electrical (0640224)

## Special MDS2 Bulletins

The Diagnostic Development Group has asked that we make special reference to two recent MDS2 Bulletins, both published on 09/12/2001.


Bulletin No. 01006 addresses the moving of the PEP Module Tools to SuperCard2. Starting with DRBIII® release 52.4, users will lose access to the PEP Module Toolset if they're not using the SuperCard2 at release 7.0 or higher.

Bulletin No. 01007 concerns new DRBIII® "behind the screen" tests, which have been added to make sure the correct cable and/or diagnostic card (if necessary) are being used when diagnosing any 1998 and later DaimlerChrysler vehicle. If the incorrect cable or diagnostic card is used, a Help screen will automatically pop up, explaining which tool isn't correct.

Be sure to ALWAYS have the DRBIII® and both the BLUE SuperCard and the YELLOW PCMCIA card updated properly.

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**Memory and Heated Seats  
WJ & LH Vehicles**

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MAY 02 2002

You may experience a condition where the EASY EXIT feature of the memory seats and the heaters for the heated seats will not operate.

On '98-'02 LH & '99-'02 WJ vehicles, if the heated seats are inoperative and the **LED's** don't even light up (when the switch is pressed), it could be a

faulty KEY-IN IGNITION switch. If the KEY-IN switch is inoperative, it will show an **OPEN** circuit when the key is in the ignition. You can monitor this switch in the DRBIII® (under the BCM Inputs/Outputs, and under the MHSM Monitors). When the key is in the ignition it should show **CLOSED**. If the status doesn't change from **OPEN** to **CLOSED** when the key is put into the ignition, not only will the **Easy exit/Easy glide** feature not work, the **Heated Seats** will not work. Note that you will still be able to communicate with the Memory Heated Seat Module, using the DRBIII®.

# 631057

## Universal Garage Door Opener 2002 Voyager

The Universal Garage Door Opener feature has been made available for 2002 Chrysler Voyager vehicles with the LX trim option. The procedure for "training" the transceiver, however, has been inadvertently omitted from the Owner's Manual. It has been decided that the Owner's Manual sent with the vehicle will include an addendum card with information about the training procedure. If you have a Voyager with the door opener feature, and the Owner's Manual doesn't have the addendum card, you can order cards through Dymet Distribution Services (1-800-890-4028) using publication number 81-026-0217B.

## Minivan, Grand Cherokee, and Liberty Roof Rack Skid Strips

Another warranty claim issue has come to our attention concerning 2002 Minivans, Grand Cherokees, and Liberty's. You should be aware that for all of these vehicles equipped with a luggage rack, the "skid strips" are no longer included as standard equipment, and the Grand Cherokees and Liberty's also do not get the cross bows as standard equipment. If the customer wants these options they will have to be ordered as a MoPar part and added as customer pay. Installation of these items will no longer be covered under warranty for the 2002 model year vehicles listed above.

For more specific information about new model year vehicle changes, refer to DIAL function 51, which is explained in Warranty Bulletin D-01-12.

## New DRBIII® Publications

We wanted to let you know about two new information manuals for the DRBIII®, and how you can order them. **DRBIII® Features and Menus**, Publication No 81-170-00010, can be ordered from Dymont Distribution Services, LTD by calling 1-800-890-4038. **DRBIII® Hardware, Operation and Accessories Reference Guide**, PSE No. CH6050 can be ordered from PSE by calling 1-800-223-5623.

## 2002 RS Minivan Electrical Features

Following is a list of some, but not all, of new and revised electrical system features in the 2002 RS Minivans:

- Electrically Adjustable Accelerator and Brake Pedals
- Tire Pressure Monitor System
- ATC and Radio Display Illumination Changes
- Rear Seat Audio System Changes
- Phasing out of the 3 speed Automatic Trans
- Phasing out of the EGR System
- Instrument Cluster Changes
- Overhead Console Changes

These, and other, features will be covered in their entirety, possibly in a TSB which will be published at a later date.

## Liberty (KJ) Fuel Module Access Panel Removal

The 2002 Liberty (KJ) has been designed to include a fuel module metal access panel in the rear cargo area floor pan. This means that if the vehicle fuel module requires service the whole fuel tank does not need to be removed. Access to the fuel module can be obtained once the metal access panel has been removed.

**IMPORTANT:** Use a HEAT GUN to soften the sound deadening and adhesive materials that help hold the metal access panel in place. DO NOT try to cut away this material without the aid of a heat gun. DO NOT pry on the metal access panel without first removing the sound deadening and adhesive materials, as well as, the four fasteners securing the panel to the floor pan.

It is also important to completely seal the panel to the floor pan once repairs are completed, using RTV. The metal access panel must not be bent to insure a good seal.

The cargo carpet holdowns are attached to the floor panel with STEEL rivets. Use rivets specified to prevent holdown pullout. The part number for the correct steel rivet (black in color) is 06036484AA.

*58631059*  
**Misleading Codes?**

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**MAY 02 2002**

Under certain failure modes, a faulty cam sensor adapter on a 4.0L engine can lead to replacement of parts that are not defective. There are 2 failure modes that have been recognized to cause this kind of situation. In both situations, the cam sensor adapter needs to be replaced.

The first is a cam sensor adapter that does not necessarily seize up, but has enough friction between the shaft and housing to turn the housing in the block. The engine usually does not stall, but it causes the cam sensor to be out of sync. When this occurs, the engine will misfire and misfire faults are set in the PCM, generally for cylinders 2 and 6.

The second failure mode has been when the shaft in the cam sensor adapter shaft locks up in the housing, causing the engine to stall. This is the most common failure. Codes are usually stored in the PCM for ignition coil primary circuit failure, possibly for coil drivers 1, 2 and 3. Diagnostics could lead to replacement of coil rails or powertrain control modules that are not faulty. Also, don't forget to check for damage to the cam drive gear if the cam sensor adapter has seized in the housing.

If you come across a 4.0L engine with any of the above symptoms, first check for cam sensor adapter failure.

*#631059*

## Tire Pressure Monitoring System

During a call to STAR recently, a tech asked if valve stem sensor re-training must be performed on vehicles with the new Tire Pressure Monitoring System (TPMS) when the tires are rotated. He indicated they perform frequent tire rotations in

his service department and was wondering if the re-train must be done every time.

The answer is **YES**.

The TPMS can be found on some 2002 RS, WJ and 300M models. The RS does not identify which tire(s) is(are) low or high. It will only display if one or more tires are low/high. However, according to RS platform engineering, the sensor re-train procedure should be performed after a tire rotation to optimize the signals from the sensors. The WJ and 300M identify **PRESSURE AND LOCATION**. So if any tires are swapped, the receiver will not know a change to tire position has been made. Without performing a sensor re-train, the system will display correct pressures but incorrect tire position. A sensor re-train is extremely important after a rotation is done on WJ and 300M. See each model's respective service manual under section 22 for more information on the TPMS.



## OCTOBER 2001

### Topic: Next Generation Controller and Natural Vacuum Leak Detection

The October program familiarizes you with the Next Generation Controller, or NGC. The NGC replaces separate engine and transmission controllers with a single box. The program covers why the NGC is used, what it's used on, and how its features and functions differ from controllers used previously. The discussion of NGC wraps up with a look at the impact on diagnosis and service. The October release also discusses Natural Vacuum Leak Detection, a new way of detecting leaks in evaporative emissions systems on vehicles equipped with the NGC.

## NOVEMBER 2001

### Topic: New Vehicle Preparation

Creating a good first impression is the subject of the November Master Tech. New Vehicle Preparation is critical in creating favorable customer impressions, and the November program details the tools, resources, and procedures you'll need to use. This release pays particular attention to those vehicle-specific items that you may not be used to dealing with when preparing a vehicle for delivery to a customer.

## DECEMBER 2001

### Topic: Best Practices

The December program reiterates the steps that are necessary to follow in order to have an all-around successful repair. It emphasizes the importance of proper documentation when filling out repair orders. It also touches on the use of case studies through Star Center Online, to assist during diagnosis.

## BEFORE ORDERING PARTS

As you know, there are certain parts that the STAR Center is tracking for other departments within DaimlerChrysler Corporation where fastback information is required. To comply with dealer requests for a parts list, we have provided a list with the part name/vendor, part number, model year and menu selections in the STAR Center phone system. New part numbers are indicated by \*\*.

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
<b>TEVES ABS BRAKE COMPONENTS</b>			
ABS Controller	5066571AA	2002 KJ	6-3
ABS Wheel Speed Sensor BOTH Front WSS (same)	56041450AB	2002 KJ	6-3
ABS Wheel Speed Sensor Rear	56041393AA	2002 KJ	6-3
ABS Hydraulic Control Unit	5066657AA	2002 WJ	6-3
ABS Controller	5066653AA	2002 WJ	6-3
ABS Hydraulic Control Unit - Teves	5011259AA	99-2001 WJ	6-3
ABS Controller Teves	56041022AD 56041022AG 56041022AH	99-2001 WJ	6-3
Left Rear Wheel Speed Sensor - Teves	56041509AA	99-2001 WJ	6-3
Right Rear Wheel Speed Sensor - Teves	56041308AA	99-2001 WJ	6-3
Left Front Wheel Speed Sensor	56041317AB	99-2001 WJ	6-3
Right Front Wheel Speed Sensor	56041316AB	99-2001 WJ	6-3
ABS Controller W/O Trac	5073948AA	2002 LH	6-3
ABS Controller W/O TRAC	5080683AA	2002 LH	6-3
ABS Controller W/ TRAC	5080202AA	2002 LH	6-3
Right Rear Wheel Speed Sensor - Teves	4779052 4779052AB	98-2001 LH	6-3
Left Rear Wheel Speed Sensor	4779053 4779053AB	98-2001 LH	6-3

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
ABS Hydraulic Control Unit - W/O Traction Control - Teves (HCU)	4897780AA 5072309AA	98-2001 LH	6-3
ABS Hydraulic Control Unit - W/ Traction Control - Teves (HCU)	4897780AA	98-2001 LH	6-3
ABS Controller W/O Traction Control - Teves	4602252AB 4602252AC 4602252AE 5072309AA	98-2001 LH	6-3
ABS Controller W/ Traction Control - Teves	4602253AB 4602253AC 4602253AE 5080721AA	98-2001 LH	6-3
ABS Controller	5072662AA	2002 PL	6-3
ABS Right Front Wheel Speed Sensor - Teves	5273332 5273332AC	2000-01 PL	6-3
ABS Left Front Wheel Speed Sensor - Teves	5273333 5273333AC	2000-01 PL	6-3
ABS Right Rear Wheel Speed Sensor - Teves	5273330	2000-01 PL	6-3
ABS Left Rear Wheel Speed Sensor - Teves	5273331	2000-01 PL	6-3
ABS Controller - Teves	5014871AA 5014871AC	2000-01 PL	6-3
ABS Hydraulic Control Unit	5014869AA	2000-01 PL 2001 PT	6-3
ABS Controller	5072660AA	2002 PT	6-3
ABS Right Front Wheel Speed Sensor - Teves	5273332 5273332AC	2001 PT	6-3
ABS Rear Wheel Speed Sensors - Teves	4860038AA	2001 PT	6-3
ABS Left Front Wheel Speed Sensor - Teves	5273333 5273333AC	2001 PT	6-3

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
ABS Controller – Teves	5017847AA 5017847AB 5017847AC	2001 PT	6-3
ABS Controller W/O Traction Control – Teves	5018249AA	2001 RS	6-3
ABS Controller W/ Traction Control – Teves	5018250AA	2001 RS	6-3
ABS Hydraulic Control Unit – W/O Traction Control – Teves (HCU)	5018252AA	2001 RS	6-3
ABS Hydraulic Control Unit – W/ Traction Control – Teves (HCU)	5018253AA	2001 RS	6-3
ABS Right Front Wheel Speed Sensor – Teves	4683470AB	2001 RS	6-3
ABS Left Front Wheel Speed Sensor – Teves	4683471AB	2001 RS	6-3
ABS Right Rear Wheel Speed Sensor AWD Teves	4721042AC	2001 RS	6-3
ABS Left Rear Wheel Speed Sensor AWD Teves	4721043AC	2001 RS	6-3
ABS Controller – Teves	4602235AA 5080251AA	2001 JR	6-3
ABS Hydraulic Control Unit – Teves	5018254AA	2001 JR	6-3
ABS Right Front Wheel Speed Sensor – Teves	4764676AA 4764676AB	2001 JR	6-3
ABS Left Front Wheel Speed Sensor – Teves	4764677AA 4764677AB	2001 JR	6-3
ABS Right Rear Wheel Speed Sensor – Teves	4764720AA	2001 JR	6-3

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
ABS Left Rear Wheel Speed Sensor – Teves	4764721AA	2001 JR	6-3
<b>BENDIX 9 COMPONENTS</b>			
Modulator Bendix 9	04637626 R4637626	89-91 XJ	6-1
<b>BENDIX 10 COMPONENTS</b>			
Hydraulic Control Unit – Bendix 10	R4683398	91-93 AS	6-1
Hydraulic Control Unit – Bendix 10	R4683474	91-93 AS	6-1
Hydraulic Control Unit – Bendix 10	R4683522	91-93 AS	6-1
Hydraulic Control Unit – Bendix 10	R4683555	91-93 AS	6-1
Hydraulic Control Unit – Bendix 10	R4683633	90 ½ -93 AC/AY	6-1
Hydraulic Control Unit – Bendix 10	R4584895	91-93 BB	6-1
<b>KELSEY – HAYES BRAKE COMPONENTS</b>			
AWAL - EBC 325 Module	05083096AA	2002 DR	6-2
AWAL - EBC 325 HU/Assy	52010032AD	2002 DR	6-2
AWAL - EBC 325 Module	05080585AB	2002 AN	6-2
AWAL - EBC 325 HU/Assy	52010219AD	2002 AN	6-2
AWAL - EBC 325 Module	05080587AB	2002 DN	6-2
AWAL - EBC 325 HU/Assy	52010224AD	2002 DN	6-2
AWAL - EBC 325 Module	05080586AB	2002 AN-84	6-2
AWAL - EBC 325 HU/Assy	52010226AD	2002 AN-84	6-2
AWAL Anti-Lock Module and HCU Kelsey – Hayes	52010470AD	2001 AB 2500-3500	6-2
AWAL Anti-Lock Module and HCU Kelsey – Hayes	52010469AD	2001 AB 1500	6-2

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
AWAL Anti-Lock Module and HCU Kelsey - Hayes	52010213AH	2001 AN-84	6-2
AWAL Anti-Lock Module and HCU Kelsey - Hayes	52010397AH	2001 DN	6-2
AWAL Anti-Lock Module and HCU Kelsey - Hayes	52010396AH	2001 AN	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05018422AA	2001 AB 2500-3500	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05018422AA	2001 AB 1500	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05018877AA	2001 AN-84	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05018807AA	2001 DN	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05018808AA	2001 AN	6-2
AWAL Anti-Lock Module and HCU Kelsey - Hayes	52010073AD	2001 BR/BE 1500	6-2
AWAL Anti-Lock Module and HCU Kelsey - Hayes	52010033AB	2001 BR/BE 2500	6-2
AWAL Anti-Lock Module and HCU Kelsey - Hayes	52010034AB	2001 BR/BE 3500	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05017758AA 05017758AB	2001 BR/BE 3500	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05017757AA	2001 BR/BE 2500	6-2
AWAL Anti-Lock Module Kelsey -Hayes	05017756AA	2001 BR/BE 1500	6-2
RWAL - EBC125 Module	05080491AB	2002 DR,AN,DN,AN84	6-2
RWAL - EBC 125 HU/Valve	52010035AD	2002 DR	6-2

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
RWAL 1 EBC125 HU/Valve	52113417AD	2002 AN,DN,AN84	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05019752AB	2001 AN-84	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05017889AC	2001 DN	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05019751AB	2001 AN	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05013919AA	98-99 BR 1500	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05013920AB	98-99 BR 2500	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05003122AB	98-99 BR 3500	6-2
AWAL Anti-Loc Module Kelsey Hayes	05003102AC	98-99 BR 3500	6-2
AWAL Anti-Loc Module Kelsey Hayes	05003105AB	98 AN	6-2
AWAL Anti-Loc Module Kelsey Hayes	05003106AC	98 DN	6-2
AWAL Anti-Loc Module Kelsey Hayes	05017703AA	99 DN	6-2
AWAL Anti-Loc Module Kelsey Hayes	05018806AA	98-01 AB 1500	6-2
AWAL Anti-Loc Module Kelsey Hayes	05018422AA	98-01 AB 2500 & 3500	6-2
AWAL Anti-Loc Module and HC Hayes	52009431AF 52009431AG	98-99 BR 1500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52009701AG 52009701AF	98-99 BR 2500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52009705AG	98-99 BR 3500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52009834AD	98-99 AN	6-2

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
AWAL Anti-Loc Module and HC Kelsey - Hayes	52009733AF	98-99 DN	6-2
AWAL Anti-Loc Module and HC Kelsey Hayes	52009897AB	99 DN	6-2
AWAL Anti-Loc Module and HC Kelsey Hayes	52010469AG	98-01 AB 1500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52010470AD	98-01 AB 2500 & 3500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52010073AC	00-01 BR 1500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52010072AF	2000 BR 2500	6-2
AWAL Anti-Loc Module and HC Kelsey - Hayes	52010074AD 52010074AF	2000 BR 3500	6-2
AWAL Anti-Loc Module and HC Kelsey Hayes	52009898AD	2000 AN	6-2
AWAL Anti-Loc Module and HC Kelsey Hayes	52009897AD 52009897AE	2000 DN	6-2
AWAL Anti-Loc Module and HC Kelsey Hayes	52010212AC 52010212AD	2000 AN	6-2
AWAL Anti-Loc Module	5017756AA	2000 BR 1500	6-2
AWAL Anti-Loc Module	05015528AD	2000-2001 BR 2500	6-2
AWAL Anti-Loc Module	05015529AC	2000 BR 3500	6-2
AWAL Anti-Loc Module	05017702AA	2000 AN	6-2
AWAL Anti-Loc Module	05017703AA	2000 DN	6-2
AWAL Anti-Loc Module	05017706AA	2000 AN	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05015525AA	2000 BR 1500	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05015528AD	2000-2001 BR 2500	6-2
AWAL Anti-Lock Module Kelsey-Hayes	05018420AA	98-01 AB 1500	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05018421AA	98-01 AB 2500 3500	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05010917AB	98-2000 AN	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05010922AE	98-2000 DN	6-2
RWAL Anti-Lock Module Kelsey-Hayes	05015558AB	2000 AN 84	6-2

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
TCM - PCM - Controllers			
ETAX Trans Controller	04896789AC	2002 ALL JR	Enter Part #
PCM	04896792AC	2002, 2.4 JR Auto 50 state	Enter Part #
PCM	04896033AH	2002, 2.4 JR Auto NLEV fed	Enter Part #
PCM	04896030AH	2002, 2.4 JR Auto ULEV Calif	Enter Part #
PCM	04896780AC	2002, 2.7 JR NLEV w/egr	Enter Part #
PCM	04896280AF	2002, 2.7 JR Manual NLEV	Enter Part #
PCM	04896040AI	2002, 2.7 auto NLEV 50 state	Enter Part #
PCM	04606801AA	2002, Man, nlev	Enter Part #
ETAX Trans Controller	56041564AJ	2002 KJ	Enter Part #
PCM	04727423AD	2002, 3.3 RS	Enter Part #
PCM	04727425AD	2002, 3.8 RS, FW	Enter Part #
PCM	04748420AD	2002, 2.4 RS	Enter Part #
PCM	0478422AD, AE	2002, 3.3 RS	Enter Part #
PCM	04727423AE	2002, 3.3 RS	Enter Part #
PCM	04727425AE	2002, 3.8 RS	Enter Part #
PCM	04748427AE	2002, 3.8 RS	Enter Part #
EATX	04686719AF	2001, RS ALL	Enter Part #
EATX	04727530AA	2002, All RS	Enter Part #
PCM	04748427AD	2002, 3.8 RS, AW	Enter Part #
PCM/TCM	04896257AH	2002, 2.7 LH NLE MTV	Enter Part #
PCM/TCM	04606877AA	2002, 2.7 LH	Enter Part #
PCM/TCM	04606904AG	2002 3.5 LH Lo Output	Enter Part #
PCM/TCM	04606876AA	2002, 3.5 Low output LH	Enter Part #
PCM/TCM	04896124AI	2002 3.5 LH NLEV (108Mph)	Enter Part #
	04896874AA	2002 3.5 LH w/o EGR	
PCM/TCM	04606683AH	2002 3.5 LH NLEV (132 MPH)	Enter Part #
PCM/TCM	04606873AA	2002 3.5 LH	Enter Part #
PCM/TCM	04896652AH	2002 3.5 LH R/T NLEV (132 MPH)	Enter Part #
PCM/TCM	04606878AA	2002, 3.5 LH R/T	Enter Part #
PCM	05034121AE	2002, PL lev/mtx	Enter Part #
PCM	05034130AD	2002, PL R/T	Enter Part #
PCM	05034125AE	2002, PL lev/auto	Enter Part #
EATX	05034002AC	2002 PL all	Enter Part #
EATX	05034031AA	2001 PT all	Enter Part #
EATX	05034014AA	2002 PT all	Enter Part #
PCM	05033666AB	2002 PT 2.4 mtx	Enter Part #
PCM	05033664AB	2002 PT 2.4 NLEV auto	Enter Part #
PCM	56040210AD	2002, DR 3.7 m5 fed	Enter Part #
PCM	56040208AD	2002, DR 3.7 a4fed	Enter Part #
PCM	56040203AC	2002, DR 4.7 m5 fed	Enter Part #

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
PCM	56040204AC	2002, DR 4.7 m5 cal	Enter Part #
PCM	56040201AB	2002, DR 4.7 a4 fed	Enter Part #
PCM	56040202AC	2002, DR 4.7 a4 cal	Enter Part #
PCM	56028410AD	2002, DR 4.7 a4 fed	Enter Part #
PCM	56028414AD	2002, DR 5.9 a4cal	Enter Part #
EATX	56028585AC	2002, DR all	Enter Part #
TCCM	56028589AA	2002, DR all	Enter Part #
PCM	05033665AC	2002 PT 2.4 ULEV auto	Enter Part #
<b>RS POWER LIFTGATE</b>			
Gear Motor Assembly	04717508AB 04717508AC 04717508AD 04717508AE	2001 RS	6-5
Motor	05019036AA	2001 RS	6-5
Sector & link	05019035AA	2001 RS	6-5
Actuator	05019038AA	2001 RS	6-5
Switch Assembly	05019037AA	2001 RS	6-5
Bracket, Transverse	05019047AA	2001 RS	6-5
Latch Assy Power Release	04717673AD	2001 RS	6-5
Latch Power Release W/O Actuator	05019039AA	2001 RS	6-5
Actuator - Pwr Release	05017678AA	2001 RS	6-5
Latch Assy Cinch	04717674AD	2001 RS	6-5
Latch - Cinch W/O Actuator	05019040AA	2001 RS	6-5
Actuator - Cinch	05017887AA	2001 RS	6-5
ECM Assembly	04686687AI	2001 RS	6-5
Pinch Sensor Assembly	04894032AA 04894033AA	2001 RS	6-5
<b>RS POWER SLIDING DOOR</b>			
Motor/Clutch R	04717974AD	2001 RS	6-5
Motor/Clutch L	04717975AD	2001 RS	6-5
Latch Assy RH Less Cables	05019048AB 05019048AC	2001 RS	6-5
Latch Assy LH Power	05019049AB 05019049AC	2001 RS	6-5
Drive Unit Assy Lower RH	04717578AD	2001 RS	6-5
Drive Unit Assy Lower LH	04717579AD	2001 RS	6-5
ECM Assembly RH or LH	04686686AE 04686686AF	2001 RS	6-5
<b>Power Seat Tracks</b>			
Power Seat Track Drivers	5018883AA	2001 RS	6-5

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
Power Seat Track Passeng Adjuster	5018882AA	2001 RS	6-5
Power Seat Drivers w/ Mem Track	5018885AA	2001 RS	6-5
<b>RS HEATED SEATS (assemblies complete)</b>			
Heated Seat Module	05016884AA	99-02 NS - RS	6-5
Cushion Taupe	0UN001L5AA	01 - 02 RS	6-5
Cushion Blue	0UN001QLAA	01 - 02 RS	6-5
Cushion Taupe	0UF041L5AA	01 - 02 RS	6-5
Cushion Blue	0UF041QLAA	01 - 02 RS	6-5
Drivers Seat Back Taupe	0UE271L5AA	01 - 02 RS	6-5
Drivers Seat Back Blue	0UE271QLAA	01 - 02 RS	6-5
Pass Seat Back Taupe	0UE261L5AA	01 - 02 RS	6-5
Pass Seat Back Blue	0UE261QLAA	01 - 02 RS	6-5
Driver Heated Seat Taupe	0RR691L5AB	01 - 02 RS	6-5
Drivers Heated Seat Blue	0RR691QLAB	01 - 02 RS	6-5
Pass Heated Seat Taupe	0RR681L5AB	01 - 02 RS	6-5
Pass Heated Seat Blue	0RR681QLAB	01 - 02 RS	6-5
Driver Heated Seat Taupe - Non - SAB	0UC091L5AA	01 - 02 RS	6-5
Drivers Heated Seat Blue Non - SAB	0UC091QLAA	01 - 02 RS	6-5
Pass Heated Seat Taupe Non - SAB	0UC101L5AA	01 - 02 RS	6-5
Pass Heated Seat Blue Non - SAB	0UC101QLAA	01 - 02 RS	6-5
<b>PROWLER CONVERTIBLE TOP ASSEMBLY</b>			
Convert top Black	0QF421X9AN	97-02 PR	6
Convert top Blue	0QF421BRAN	01-02 PR	6
<b>CLOCKSPRING</b>			
Clockspring	04649092ac	01-02 JR	4-4
<b>TRW STEERING GEAR</b>			
Steering Rack Pinion	04743142AD	01-02 RS	6-4
Power Steering Pump	04743060AB	01-02 RS	6-4

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
Steering Rack Pinion	04743081AC 04743080AC	1996 - 2000 NS 4cyl V-6	6-4
<b>CUMMINS DIESEL ENGINE COMPONENTS</b>			
Injection Pump	R4883973AA	97-98 12V BR 47RE	7
Injection Pump	R4883974AA	97-98 BR 12V NVG 4500	7
Injection Pump	R4883975AA	97-98 BR 12V TLEV	7
Injection Pump	R5013925AA	98-99 BR 24V	7
Injection Pump	05019658AD R5019658AD	00-02 BR 24V	7
Injection Pump	05019657AC R5019657AC	01-02 BR NVG 5600	7
Transfer Pump	05080885AA	98-02 BR 24V	7
Turbocharger	R5010276AA	95-98 BR 12V 47RE	7
Turbocharger	R5010278AA	96-98 BR 12V NVG 4500	7
Turbocharger	R5010280AA	96-98 BR 12V TLEV	7
Turbocharger	R5010961AA	98 BR 24V	7
Turbocharger	05014203AA R5014203AA	99 BR 24V	7
Turbocharger	05014203AA R5014203AA	00 BR 47RE	7
Turbocharge	05017509AA R5017509AA	00-02 BR NVG 4500/5600	7
Turbocharger	05017787AD	01-02 BR 47RE	7
Engine Assembly	R4864331	96 BR 47RE	7
Engine Assembly	R4864332	96 BR NVG 4500	7
Engine Assembly	R3040141AB	97-98 BR 12V NVG 4500	7
Engine Assembly	R3040142AB	97-98 BR 12V TLEV NVG 4500	7
Engine Assembly	R3040143AB	97-98 BR 12V 47RE	7
Engine Assembly	R3040144AB	97-98 BR 12V TLEV 47RE	7
Engine Control Module	R33036304J	98 BR FED NVG 4500	7
Engine Control Module	R33037304J	98 BR FED 47RE	7

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
Engine Control Module	R33034304J	98 BR CAL NVG 4500	7
Engine Control Module	R33035304J	98 BR CAL 47RE	7
Engine Control Module	R23639306J	99 BR FED NVG 4500/5600	7
Engine Control Module	R23730306J	99 BR FED 47RE	7
Engine Control Module	R23638306J	99 BR CAL NVG 4500/5600	7
Engine Control Module	R23637306J	99 BR CAL 47RE	7
Engine Control Module	R53431304J	00 BR FED NVG 4500/5600	7
Engine Control Module	R53339304J	00 BR FED 47RE	7
Engine Control Module	R53432304J	00 BR CAL NVG 4500/5600	7
Engine Control Module	R53430304J	00 BR CAL 47RE	7
Engine Control Module	333032305J R33032305J	01 BR FED NVG 5600	7
Engine Control Module	333033306J R33033306J	01 BR FED NVG 4500	7
Engine Control Module	333030307J R33030307J	01 BR FED 47RE	7
Engine Control Module	373930304J R73930304J	01 BR CAL NVG 5600	7
Engine Control Module	373931305J R73931305J	01 BR CAL NVG 4500	7
Engine Control Module	373932306J R73932306J	01 BR CAL 47RE	7
Engine Control Module	383331304J R83331304J	01 BR FED NVG 5600	7
Engine Control Module	383239304J R83239304J	01 BR FED NVG 4500	7
Engine Control Module	383237305J R83237305J	01 BR FED 47RE	7
Engine Control Module	383332304J R83332304J	01 BR CAL NVG 5600	7
Engine Control Module	383330304J R83330304J	01 BR CAL NVG 4500	7
Engine Control Module	383238305J R83238305J	01 BR CAL 47RE	7
Engine Control Module	313038303J	02 BR FED NVG 5600	7
Engine Control Module	313036301J	02 BR FED NVG 4500	7
Engine Control Module	313034302J	02 BR FED 47RE	7
Engine Control Module	313039303J	02 BR CAL NVG 5600	7
Engine Control Module	313037301J	02 BR CAL NVG 4500	7
Engine Control Module	313035302J	02 BR CAL 47RE	7
Short Block	R5015092AA	98-00 BR 24V	7

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
Short Block	R5019753AA	01-02 BR 47RE/ NVG 4500	7
Short Block	R5019754AA	01-02 BR NVG 5600	7
Long Block	R5016374AA	98-00 BR 24V	7
Long Block	R5019755AA	01-02 BR 47RE/ NVG 4500	7
Long Block	R5019756AA	01-02 BR NVG 5600	7
<b>VIPER</b>			
Viper Bell Housing	04626594	92-02 SR	2
<b>AWD Minivan PTU</b>			
PTU	04641900AB	02-03 RS	2
<b>Transfer Case Assembly</b>			
T/Case	52105980AA	02 DR	2
T/Case	52105878AA	02 DR	2
<b>Engine Assemblies</b> Engine sub components and complete assemblies on restriction.			
3.7 Engine	53021368BC	02 KJ , DR	2
3.7 Engine	53021324BB	02 KJ	2
3.7 Engine	53021325BB	02 KJ	2
3.7 ENG - Throttle Body	53031143AB	02 KJ	2
3.7 ENG - ExhaustManifold	53034085AB	02 KJ	2

PART NAME/ VENDOR	PART NO.	MODEL YEAR	STAR MENU
3.7 ENG - ExhaustManifold	53031086AB	02 KJ	2
3.7 ENG - Intake Manifold	53031080AD	02 KJ	2
3.7 ENG - Flywheel	53021280AA	02 KJ	2
3.7 ENG - Oil Filler	53021274AE	02 KJ	2
3.7 ENG - Shield Starter	56044116AB	02 KJ	2
3.7 ENG - PCM	56041606AF	02 KJ	2
3.7 ENG - PCM	56041601AF	02 KJ	2
<b>Detroit Axles Complete</b>			
Axle	5066131AC	02 KJ rear	2
Axle	5066103AC	02 KJ rear	2
Axle	5072500AA	02 DR rear	2
Axle	5072509AA	02 DR rear	2
Axle	5072512AA	02 DR rear	2
Axle	5072517AA	02 DR rear	2
Axle	5072510AA	02 DR rear	2
Axle	5072518AA	02 DR rear	2
Axle	52070384AA	02 DR rear	2

## CONTACTING THE STAR CENTER

There are two ways to contact the STAR Center. They are as follows:

### (1). CALL 1-800-850-STAR

EXT\* Repaired Vehicle Call Back Recorder

Note: This message recorder is for dealers calling back to leave a message about a repaired vehicle only. The STAR Center Specialist will not respond to requests for assistance that are left by dealers on this recorder.

### STAR EXTENSIONS:

EXT. 1 – PART RESTRICTION

EXT. 2 - ENGINE / CLIMATE CONTROL

EXT. 3 - TRANSMISSION

EXT. 4 – ELECTRICAL

EXT. 5 – DRIVEABILITY / OBDII / DIESEL

EXT. 6 - BODY / CHASSIS / BRAKES

### Body/Chassis/Breakes Supplier Groups:

Ext. 6-1 Bendix 9 Brake Components  
89-91 XJ

Ext. 6-1 Bendix 10 Components  
90-93 AC/AY/AS  
91-92 BB

Ext. 6-2 Kelsey-Hayes  
89-93 AD  
89-99 AN  
90-97 AB  
98-99 DN  
94-99 BR/BE

Ext. 6-3 Bosch Brake Components  
89-90 AC/AY

Ext. 6-4 Teves Mark 20  
97-98 ZJ  
97-00 NS

Ext. 6 - 4 Teves  
(Cont.) 99-01 WJ 01 PT  
97-01 XJ 01 JR  
97-01 TJ 01 RS  
98-01 LH 98-01 PL  
98-00 JA/JX

Ext. 6 - 5 TRW  
96-00 NS Rack & Pinion Steering

Ext. 6 - 6 01 RS Power Door & Liftgate Sys

Ext. 6 - 7 95-99 Neon Sunroof

Ext. 6 - 8 All Other Body, Chassis and  
Brake Concerns

For the MDS2 Hotline, call 1-800-374-4040.

(2). FAX the STAR Center toll free at 1-800-825-1980.

(Please use the Fax Forms attached to this STAR Center News or those sent to your dealership. Faxes without the correct fax form and required information will be returned.)

**THE STAR CENTER HOURS OF OPERATION ARE FROM 7:30 AM - 6:00 PM EASTERN STANDARD TIME.**

**Tech Tips are available 24 hours a day, seven days a week.** Call the STAR Center @ 1-800-850-STAR and then listen to the menu selection. This system consists of recorded messages pertaining to current issues or high volume topics.

FAX or DMAIL messages may be sent anytime. Responses to FAX or DMAIL requests received after 6:00 PM will be made the following business morning.

Other important numbers:

Parts Specifying – 800-765-7732

Mopar Accessories – 800-34-MOPAR

(Nov. 00)

# STAR CENTER CONTACT SHEET

ENGINE/COOLING/A/C	TRANS/DRIVELINE	ELECTRICAL	DRIVABILITY INCLUDING OBD2 & MDS	BODY/CHASSIS/BRAKES	CUMMINS	BENDIX ABS	BOSCH	TRW	KELSEY HAYES	TEVES BRAKES	OTHER
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## PARTS RESTRICTIONS

**NOTE:** This form is designed for electronic routing. Select **ONE** of the above groups by filling in the circle completely. **All information MUST BE completed prior to contact.**

Dealer Zone: \_\_\_\_\_ Dealer Code: \_\_\_\_\_

Dealer Name: \_\_\_\_\_

Dealer Phone: (     ) \_\_\_\_\_ Dealer Fax: (     ) \_\_\_\_\_

Technician: \_\_\_\_\_

Customer: \_\_\_\_\_

Last Nine of VIN: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

Trans/T-Case: \_\_\_\_\_ Engine: \_\_\_\_\_ Mileage: \_\_\_\_\_

Vehicle Information Plus (VIP) Inquiry? Yes \_\_\_\_\_ No \_\_\_\_\_

Did You Run a Function 85 or TSB Search on the MDS? Yes \_\_\_\_\_ No \_\_\_\_\_

Which TSB'S Applied? \_\_\_\_\_

Current Release of Standalone DRBIII \_\_\_\_\_

Have You Previously Contacted Star Concerning this Vehicle? Fax \_\_\_\_\_ Phone \_\_\_\_\_ D-Mail \_\_\_\_\_

Customer Concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Can Customer Concern Be Duplicated? \_\_\_\_\_

What Repairs, Parts or Tests Have Been Done in Relation to this Condition? Fault Codes if Applicable (TCM, PCM, Other): \_\_\_\_\_

\_\_\_\_\_

**PHONE: 800-850-7827 (STAR) or FAX: 800-825-1980**

# STAR CENTER CONTACT SHEET

ENGINE/COOLING/A/C

TRANS/DRIVELINE

ELECTRICAL

DRIVABILITY  
INCLUDING OBD2 & MDS

BODY/CHASSIS/BRAKES

CUMMINS

BENDIX ABS

BOSCH

TRW

KELSEY HAYES

TEVES BRAKES

OTHER

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Model: \_\_\_\_\_

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Mileage: \_\_\_\_\_

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Current Release of Standalone DRBIII \_\_\_\_\_

Have You Previously Contacted Star Concerning this Vehicle? Fax \_\_\_\_\_ Phone \_\_\_\_\_ D-Mail \_\_\_\_\_

Customer Concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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